



"Boot camp speakers were well-prepared, interesting. The event provided good information and food for thought in how we better serve our citizens ..." — 2002 'Boot Camp' evaluator

Idaho Agencies Work Together to Ensure Digital Gov Successes



Pictured, top left and clockwise: Senator Hal Bunderson, ITRMC Member, left, with Peter Morrill, Idaho Public TV; Large crowd at ITRMC IT Awards Luncheon; Gavin Gee, Dept. of Finance, left, with Allison McClintick, Governor's Office, and Karl Kurtz, ITRMC Member, Dept. of Health and Welfare; Guest Speaker, Chris Roberts, Microsoft, right; Dave Rich, Idaho State Police, left; and Guest Speaker Jack Pellicci, Oracle Corporation, at left, with Dan Malone, Syngenta Seeds, Inc. Other keynote speakers were David J. Roberts, SEARCH; John Loether, Hewlett-Packard; Michael Overton, Nebraska Commission on Law Enforcement; and Jeffrey Fraser, NIC.



Digital Gov Boot Camp: Embracing Innovation



SUMMARY REPORT: Third Annual Event for Idaho Policymakers Held October 8

In the On-Line Delivery of Government Services

Meeting the Expectations of Idaho Citizens

Attendees at the **ITRMC Digital Government 'Boot Camp'** held (October 8) heard from many of the nation's leading authorities on what's next for Idaho State government when it comes to putting technology to work for its citizens.

Since the launch in 2000 of **Access Idaho**, the State's official web portal, more Idahoans are using the Internet to access government services than ever before. The portal currently offers more than 30 agency online applications and is averaging 238,000 daily hits.

Cathelia Robinett, Executive Director of the *Center for Digital Government* in Sacramento, and opening keynote speaker, says the key to the future of digital government is increasing the usage of the State's online applications by citizens and businesses. She explained that as the Internet continues its explosive growth, and more service offerings increase, citizen expectations will increase as well as to how government can better serve them. All speakers emphasized the critical importance of collaboration as digital government transforms itself from an environment of interaction to one of integration of services for citizens.

Attendees cited the State of Nebraska's integration of criminal justice information as a "model" for Idaho to follow in any similar efforts, and a positive example of agency cooperation across organization boundaries.

The third annual event, held at the Boise Centre on the Grove and conducted by the Information Technology Resource Management Council and the Department of Administration, attracted 190 participants from state and local government and Higher Education, including 12 legislators.

A highlight of the event was the presentation of the **ITRMC IT Achievement Awards** recognizing state agencies for their outstanding IT projects.

The projects ranged from an electronic pay stub program for state employees, which also allows visually impaired employees for the first time to access their pay stubs online using an audible screen reading interface; to an application making it possible for online filing of continued unemployment benefits by Idaho citizens.



ITRMC Statewide IT Coordinator, Rich Elwood thanks Cathelia Robinett for keynoting Idaho's 'Boot Camp' program.

See next two pages for a summary of Idaho's award winning programs and applications. The date for next year's 'Boot Camp' is scheduled for October 29, 2003.

"As the Internet continues its explosive growth, and more service offerings increase, so will the expectations by citizens as to how their government can better serve them."

— Cathelia Robinett



Speaker Presentations Available On-Line at: <http://www2.state.id.us/itrmc>



Simply the Best ...

IT Achievement Awards Recognize Outstanding Idaho State Agency IT Projects, Applications

In a collaborative effort to recognize government's effective use of information technology to improve services to citizens, six Idaho State agencies received ITRMC IT Achievement Awards, during an Award Luncheon held as a part of Idaho's Digital Government 'Boot Camp.'

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"These awards recognize and celebrate the excellent work by state and local government agencies in making it easier for Idaho citizens to get the information and services they need either online or through integrated processes," commented Rich Elwood, ITRMC Statewide IT Coordinator.

He explained the outstanding projects effectively use technology to contain costs, several of them building upon systems already in place. Like other states, Idaho is faced with serious budget shortfalls, Elwood said, and "information technology is being used effectively to maximize the investments state agencies have already made."

Presenting the awards was Roger Parks, private sector representative for the ITRMC and Chief Information Officer for J.R. Simplot, and Pam Ahrens, Acting Chief of Staff for Governor Dirk Kempthorne. An **Award Review Committee** of private business and industry representatives selected the recipients from 18 nominations. Receiving awards in the following six categories were:



State Controller Keith Johnson receives first of several IT Awards for his Office from Pam Ahrens.



Acting Chief of Staff, Pam Ahrens, presents ITRMC IT Award to Cory Isakson, Dept. of Labor, left; and Cara Emigh, Division of Human Resources, for the a joint project simplifying employee recruiting process for Idaho.



Ron Nooner, Department of Labor, accepts Award for DOL's Internet Continued Claims System.

Accessibility: The State Controllers Office for its electronic pay stub program for State employees. Through single user identification and password entry, employees are provided confidential and secure access to view their paychecks online, saving thousands of dollars in paper payroll processing.

Digital Government: The Idaho Transportation Department

for its online Court Access to Driver License Records via the Internet, allowing citizens to conduct business 24 hours per day, seven days a week with the Division of Motor Vehicles. Through the State's web portal, Access Idaho, drivers license records requests are made available online to government, qualified business entities, and drivers.

Information Architecture: The State of Idaho Division of Human Resources and Department of Labor for their joint project resulting in a new Applicant Tracking System simplifying the employee recruiting process for the State. The electronic process eliminates paper and cuts days from the hand scoring, copying, filing and distribution process formerly used. Applicants create and submit an electronic application, submit any test material and send resumes instantly at any time from any location.

Innovative Use of Technology: The Board of Examiners online application where other agencies, city, county, school districts or other public entity groups can acquire state-owned surplus property. To notify others about available surplus property in the past, agencies submitted 90 copies of a declaration to the Board where upon the Board distributed this as a notice to most state agencies. A process, which normally took three weeks, can now be done electronically, is paperless, and is immediately accessible.



Kathy Ewert, State Controller's Office, receives IT Award in category of Innovative Use of Technology as Acting State Controller Johnson looks on.



Morris Detmar, Idaho Transportation Dept., accepts IT Award from Pam for ITD's online Court Access to Drivers License records. Roger Parks, Emcee looks on.



Steve Kenyon, right, and Acting State Controller Keith Johnson are congratulated upon receiving IT Award for Electronic Pay Stub application for State employees.

Public/Private Partnership: Office of the State Controller for its Electronic W-2 Download program for State employees. Idaho State employees were the first in the nation with the ability to receive an electronic version of their W-2 information that could be imported into TurboTax for the 2001 tax-filing season.

Service Applications : The Department of Labor and its Internet Continued Claims System where unemployed workers can use the Internet to contact the state office to certify they are eligible for another week of benefits by filing a continuing claim online. For several years, claimants were required to use a telephone calling system, with out-of-town claimants incurring long distance charges.